TALE LITE

The future is now at Motor Vehicle Services

We're meeting our goals and objectives

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Motor Vehicle Services

"The Motor Vehicle Services of the future will offer new services and even better existing ones." That's the pledge Skip Lee made in August when he was sworn in as Director. As we can see from the initiatives, the future is now.

The Director and MVS employees have worked hard to uphold that pledge. Here's an overall view of what MVS employees have accomplished since August.

License Plates

This summer we expanded to seven-character customized plates, and the first month almost 2,000 plates were ordered. Even now, the demand is heavy.

New Rutgers Alumni Plates were unveiled by MVS and Coach Doug Graber, Rutgers Head Football Coach. P.B.A. plates were made available to local policemen for their personal vehicles. In addition, MVS introduced two new military plates. The Vietnam Vet plates and Desert Storm plates are available through veterans organizations. Monies from the sale of these plates benefit veterans.

For safety sake, reflectorized plates have been a dream of the division for a long time. Finally, the state and the 3M Company reached an agreement to produce these plates. Director Skip Lee stressed the importance of these plates to law enforcement and for safety. "The plate is bright and easier to see at night and in the rain . . . They will generally contribute to a safer nighttime driving environment.

Customer Service

In September MVS started an "attack" on inspection lane waits. Waiting times at inspection stations were reduced at least 30 percent after the implementation of a new lane attack strategy. MVS established Saturday hours, opened six of ten closed lanes and added an extra late night at stations. For those motorists who have more than a 30-minute wait, the wait is made more bearable by our supervisors. During a 90-day pilot program at six stations, they handed out reading materials and advised motorists of days that inspection stations are less crowded. Management is looking into statewide expansion of the program.

The agencies joined the lanes in the move toward an efficient and friendly experience when they deal with MVS. We announced that Bridgeton Agency in Cumberland County will reopen. And, a mail-in campaign for registration and license renewals was started. We want to "attack" the waits at the agencies, too.

Working together with the public, we want to offer better service. If the public uses the mail more often, and MVS can increase the ratio of walk-ins vs. mail-ins from 50/50 to 60/40 – just ten percent – we can serve better the motorist who must come to an agency.

The message that MVS employees are sending is that they care.

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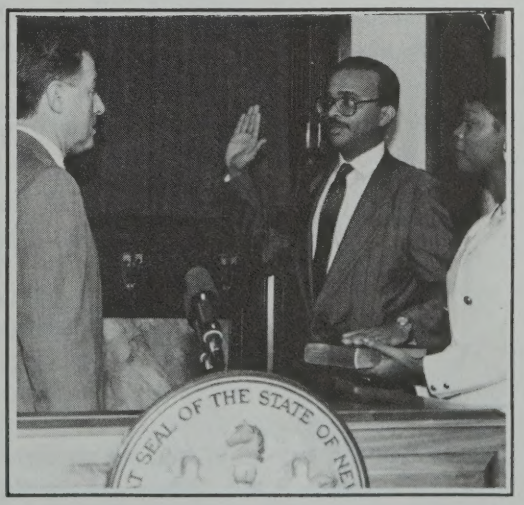

TAKES OATH – Governor Jim Florio administers the oath as director of the division to Skip Lee as wife Julie watches in a ceremony August 12 in the Governor's outer office.

MVS approaches April 1 deadline for issuing CDLs

Six years of hard work and planning brought Motor Vehicle Services to the home stretch of the Commercial Driver License (CDL) program.

With little more then two months left for truck and bus drivers to meet the federally mandated April 1, 1992 deadline, agencies, regional service centers and driver testing sites are gearing up for last-minute commercial drivers anxious to get their new licenses.

So far, about 125,000 drivers have been tested and about 40,325 licenses issued.

Kathie Stefanics, customer service representative 3 at the Quakerbridge CDL Site, issues a commercial driver license to a customer.

MVS started issuing the new licenses on a staggered basis last September, with drivers receiving one of five letters containing detailed information on how and where to get their CDLs.

According to Frank Costantino, administrative analyst I, Technical Support, the "type of letter sent to the person depends on a number of things, such as the results of the Commercial Driver License Information System (CDLIS) and the National Driver Registry (NDR) check, whether or not they can be waived from the skills (road) test and if they have a bus II license."

The last batch of letters will be sent out in March, allowing ample time for all tested drivers to get their licenses before the deadline.

"Depending on the circumstances, people are directed to either an agency with a driver testing center or one of the five CDL regional centers," he added.

Problem Drivers Identified

The CDL centers are located in the Deptford, Trenton and Wayne regional service centers and in Quakerbridge Plaza.

"These sites handle people who are identified through either the CDLIS or the NDR as having a suspension problem or holding more than one commercial license," Costantino explained.

The CDLIS check reveals if a person holds more than one commercial license. This person would also have to go to one of the regional offices to resolve the problem before a CDL could be issued.

Drivers who passed their CDL tests and had no other problems are sent skills test waiver forms with their letters. These people can go to any of 25 driver testing centers to get their licenses, Costantino said. Most people fall into this category.

Intensive Training Effort

To gear up for the CDL issuance, a massive training effort was conducted last summer. MV people from inspection stations, agencies, driver testing centers, regional service centers and central offices learned how the new program and the resulting system changes would impact their jobs.

Headed by MV-assigned people from the Department of Personnel and MVS' Technical Support Unit, the intensive training program lasted about three weeks and was held in different locations around the state.

Those providing the training included Joan Strom of the Deptford Regional Service Center, Donna Minatee and Kim Myers of the Wayne Regional Service Center, Patricia Molis and Joanne Keenan of the Trenton Regional Service Center, Maria Jacobi, Joe Vasil, Eileen

(Continued on page 6)

How do you like our "new look"?

Tale Lite has put on a fresh new face for a fresh new beginning – the beginning of exciting programs and initiatives to bring positive, caring service to our customers.

We hope the newsletter's appearance will make it easier to read, easier to pick out the stories that are of interest to you, and a product that you'll be proud to take home to share with your family.

Let us know what you think of the newsletter. We welcome comments or suggestions of how it can be even better!

Enjoy, and happy reading!

Suspension notices go out to uninsured motorists

12,000 drivers a month are checked for premium non-payment

MVS has started to issue scheduled registration suspension notices to motorists whose insurance has been cancelled for non-payment of their policy premiums.

The division checks on about 12,000 drivers a month for non-payment.

The Andersen Consulting firm, using their data center, keeps track of all new and cancelled policies for MVS.

"If a motorist drops a policy but doesn't pick up a new one, Andersen will let us know and the division will contact the driver to find out what happened to the vehicle. Cooperation from the companies has been excellent," said Colleen Woods, administrative analyst, Systems Analysis and Control.

"The insurers know it's costly to have uninsured motorists on the highways, so they want to help us and have been very receptive to our efforts. We welcome their help because this is a big job that couldn't have been done without them," she said.

In the future, the division plans to match all vehicle identification numbers (VINS) in its registration file against a list of insured auto VINS supplied by insurance companies. MVS then will contact the owners of vehicles that don't match up.

The Planning Office developed a data base for names and addresses of the contact people at the insurance company groups and each insurer's identification code. A hot line fields questions from the companies.

"Basically, we made sure that the insurance companies had their data files so MVS could get the information needed to make the uninsured motorist program work," Woods said.

To further help the companies understand the program, Motor Vehicles set up a hot line for questions.

A new unit in Driver Control was also created to help MVS' customer impact areas. The unit includes a telephone transfer group and a correspondence section and will help the regional service centers with complicated cases.

Attention PPO people

Employees enrolled in the Preferred Provider Organization (PPO) Health Plan are reminded that eligible prescription drugs are paid for at 90 per cent. Employees who plan to retire in the near future may want to consider this benefit, if applicable.

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Employees still have the benefit of the Mail Service Prescription Drug Program which is designed for employees who take prescription medication on an ongoing basis. For more information about this benefit, call Employee Services at 609-292-6161 or call the program's toll free number: 1-800-631-7780.

The future is now at Motor Vehicle Services (continued from page 1)

Everyone is concerned about the economy. For example, without a CDL a commercial vehicle driver can't work. MVS wants to keep them driving and working by helping them through our commercial driver license program. We've got about 125,000 New Jersey commercial drivers at some step in the licensing process so far.

Another message is that we're involved. MVS is helping to clean the air through preconditioning to double check failed emissions readings. It's a pilot program to help eliminate complaints from motorists about emissions test results that were incorrect.

And, we're moving up. The MVS building on East State and Montgomery Streets is a reality. The commitment is to provide the public with the best service. We're visible. We're a priority. And together, we're setting the course for the future at MVS now.

Shorter lines -- an idea whose time has come

Lines cut by 30 percent in "lane attack strategy"

No one likes to wait in long lines. Now, motorists at six inspection stations don't have to, thanks to a lane attack strategy approved by the Governor and Attorney General that has cut lines by 30 percent.

Motorists' visits to stations are also made more pleasant for motorists because of Saturday hours, the opening of six of 10 previously closed lanes, and the addition of an extra late night at the stations.

The additional late night is different at each station. Although the stations close at 6 p.m., inspections are guaranteed for every car that arrives by 5:15 p.m. Normal hours are from 8 a.m. to 4:30 p.m. Stations previously had one late night.

New Saturday hours, implemented September 28, are from 8 a.m. until noon at all stations.

Director Skip Lee pointed out that the plan is an investment of only 43 cents per motorist based on the 4.6 million motorist who use the state inspection stations.

Six pilot stations are also handing out reading material and a card with a list of extended hours at nearby stations when the wait is more than 30 minutes. Motorists are told how long their wait will be. The six pilot stations are those at Wayne, Paramus, Flemington, Freehold, Toms River and Winslow.

"We can head off tension, conflicts and a lot of negative energy if we reduce the time between motorists' arrivals at the station and interaction with station personnel," Lee said.

"In all other places where you wait, such as doctors' offices, restaurants and movie theaters, you are greeted with immediate human contact. Why not at inspection stations, too?" Lee asked.

MVS is trying to make life better for motorists is by offering them reading material to pass the time at the pilot sites. To get the program started, Rutgers University donated copies of its alumni magazine containing articles of general interest. New Jersey maps and New Jersey Magazine in a biodegradable bag are also being distributed.

"By giving more information to the motorist about expanded hours, other area stations and tips on avoiding a line, we will achieve better 'load balancing' between our stations," Lee said.

PROFILE

Bob Grill

What he does at MV: A six-year veteran of MVS, he works in the Technical Support Unit coordinating agency activities. "I'm really an agency resource person for MV people in the field and here in Trenton."

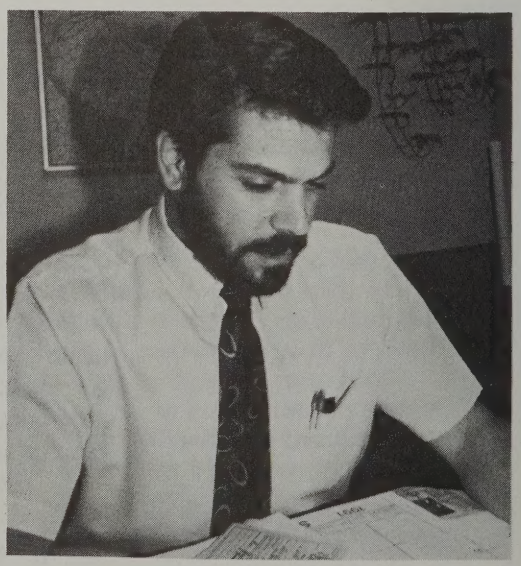
Life before MVS: Started in retail, working last at Consumers Distribution Catalog Company. "It's where I learned about customer service."

Education: Attended Brookdale Community College, Monmouth County, entering as a theater major. "It just wasn't smart to pursue a career in acting, there was too much competition." (Since then, he has occasionally taken a part in community theater.)

About his stint on "Wheel of Fortune": Chosen in a random drawing, he went to New York, "passed the audition." He didn't win big and took home a Les Paul guitar as a consolation prize. "I've been taking lessons for two months now."

Family life: Born in New York, he now lives in Cranbury with his wife of seven years, Susan, and his two children, Rachel, 5, and Stephen, 16 months.

When he's not working: Plays with his children, practices his guitar, reads and goes bike riding.



Bidding a fond farewell to our retirees

More than 50 retirees turned out to be feted at a Director's Reception October 3 in the Trenton Regional Service Center. Here are scenes from the festive affair, attended by about 100 employees, guests and friends.

Generous employees added to the festivities by donating all the food spread out on the large buffet tables. Everyone had a chance to say farewell and wish our retirees many happy and healthy years away from the hustle and bustle of the office.

MVS TALK

Welcome back to **Ida Pennacchi**, who resumes her duties in Employee Services after recuperating from knee surgery.

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Congratulations to **Gloria Freeman**, supervisor 3 at the Telephone Center, on her marriage December 28 to **Craig Tobin.**

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The stork paid a visit to **Jackie Gonzalez,** customer service information specialist 3 in the Telephone Center, and her husband, **Jose. Matthew Anthony Gonzalez** arrived November 25.

Gene Glazer, support services representative 3 in Mail and Courier Services, is a budding author. He writes a regular column entitled "View from the Left" for Central Post in East Brunswick.

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Condolences to Telephone Center Manager **Lois Rishko** on the death of her husband, **Val**, and to **Charlotte Snyder**, of the Surcharge Section, on the recent loss of her son, **Glen Snyder**. They wish to thank everyone who extended expressions of sympathy.

Jack Strulowitz at 48

Jack Strulowitz, supervising administrative analyst with Human Resources/Organizational Development, died September 3 at the age of 48.

A graduate of Rider College, with a master's in education from Rutgers University, he joined the state in 1968 and Motor Vehicles in 1980. He is survived by a son, Donn M., and a daughter, Beth H., both of Lawrenceville.

Reflectorized plates -- a bright new look

New plates to make debut by the summer

Motor Vehicle Services has entered into an agreement with the 3M Company, St. Paul, MN, to supply the material needed to produce reflectorized license plates for New Jersey motorists.

The five-year, $10.3 million contract will allow the state to buy the reflective sheeting used to make the plates, which will have a new look, enhanced safety and law enforcement values.

Paid for by currently collected motor vehicle registration fees, the new plates will be brighter and easier to see at night and in the rain.

According to Director Skip Lee, the plates will make it easier for law enforcement. "Authorities find it easier to identify vehicles with reflectorized plates and witnesses to crimes find it easier to see plate numbers of suspect vehicles," he said.

The plates will be phased in during the latter half of 1992. As soon as they are available, they'll be provided to anyone registering a newly purchased vehicle.

Although there won't be a general recall of existing plates, the state is looking into limited recalls of special categories, like dealer plates.

Under the reflectorized plate law, a feasibility review for a general recall of the remaining old plates must be done after the program has been in place for four years.

MVS approaches April 1 deadline for issuing CDLs (continued from page 2)

Gravener, Kathi Pratt, Bob Grill and Linda Schultz of Technical Support, Tom Cleaveland and Cynthia Scorsolini of the Quakerbridge CDL site, Kimberly Smith of the Deptford Agency, Sharon DeMeo of the Berlin Agency, Karen Flynn of the Burlington Agency, Michael Labinski of the Wayne Inspection Station, and Rudene Vaught, Ira Kupersmit, Cora Sue Santopietro and Lorna Campbell of the Department of Personnel.

MAILBAG

Pleasant Shock

What a pleasant shock to receive my registration card with your note saying "We appreciate the opportunity to serve you." Consumers have learned to expect that statement from the service industry, but not from government employees.

Thank you for your acknowledgement of MVS' weaknesses, improvement plans, and old-fashioned courtesy.

Carolyn C. Chesnutt
Princeton

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Refreshing Attitude

The attitude of the (MVS) people is probably the most noticeable improvement, both on the telephone when I called Trenton for information, and at several locations (Wyckoff and Rutherford) that I have had an opportunity to visit.

I am not happy about having my license suspended, but I am glad to see that a change can be made in a governmental system if we put the right people in the right job.

Edward O. Cooke
Wyckoff

Praise for Bakers Basin

I wish to commend the staff at the No. 8 window at Bakers Basin for their courtesy and efficiency. I have had dealings over the last two months with the employees at Bakers Basin and I have had highly positive reactions to their service.

Please tell your staff to keep up the good work. They are very deeply appreciated.

Eleanor W. Angoff
Princeton, NJ

TALE LITE
Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

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Employees are invited to share their stories, opinions and ideas by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 6th floor, 25 S. Montgomery St.